

PERSONALISED FILTER CHALLENGE TERMS AND CONDITIONS



These Terms and Conditions govern the Personalised Filter Challenge conducted by Virgin Active Singapore Pte. Ltd. By submitting an entry, participant agrees to these Terms and Conditions and acknowledges the Campaign Privacy Notice made available through the official entry form.

1. **Organiser**

The Personalised Filter Challenge ("Campaign") is organised by Virgin Active Singapore Pte. Ltd., trading as Virgin Active Singapore ("Virgin Active").

The Campaign is a free trade promotion lottery conducted subject to the Gambling Control (Trade and Other Promotional Games and Lotteries - Class Licence) Order 2022 and other applicable Singapore laws.

2. **Campaign Period**

The Campaign opens when Virgin Active sends its official Campaign invitation email on 23 September 2026 and closes at 11:59 p.m. Singapore Time on 20 October 2026 (the "Campaign Period"). The timestamp recorded by the official SurveyMonkey Campaign entry form determines when an entry is received. Entries received before the Campaign opens or after it closes are invalid.

3. **Eligibility**

The Campaign is open only to an individual who, at the time of entry and when any prize is credited:

- o is aged 18 years or older and is an existing Virgin Active member with an active membership in good standing, with no overdue membership dues, and whose membership is not frozen, suspended, cancelled or expired.
- o received the official Campaign invitation from Virgin Active at the email address associated with their membership account.
- o is not a director, officer, employee, contractor or agent of Virgin Active, or personnel of any vendor materially involved in designing, administering, auditing or conducting the Campaign or Draw.
- o is not an immediate family or household member of such a person;
- o complies with these Terms and Conditions; and
- o acknowledges that Virgin Active may require reasonable evidence of eligibility

4. **How to Enter**

To enter, eligible participants must:

- o use the filter classes feature in the Virgin Active Singapore's mobile application to select their preferred class(es), time(s), club(s), and trainer(s)/instructor(s);
- o capture a screenshot of their personalised filter;
- o crop or redact the screenshot so that it does not show unrelated personal data, notifications, contact details, profile images or any third party's personal data; and
- o submit the screenshot together through the official SurveyMonkey Campaign entry form at www.surveymonkey.com/share/4c181b7b-34f0-4062-b7b6-4b6a2acb42ca together with the member's full name as recorded in the membership system, Member ID, and the required acknowledgement of these Terms and Conditions and the Campaign Privacy Notice

5. **Entry Limit**

Only one entry is permitted per member and Member ID. If more than one entry is submitted, only the earliest complete and otherwise valid entry will be accepted. Invitations and entries are personal and may not be transferred, shared, sold or submitted to another person.

6. Valid Entries

An entry must be complete, legible, authentic, received during the Campaign Period and capable of being matched to the entrant's membership account. Virgin Active may reject or disqualify an entry that is incomplete, corrupted, automated, duplicated, false, fraudulent, manipulated other than permitted cropping or redaction, contains malware or unlawful or offensive content, includes third-party personal data, or otherwise breaches these Terms & Conditions.

The content of a member's personalised filter, and the member's prior email opens, clicks or other engagement level, will not affect the member's chance of winning.

7. No Entry Fee

No additional purchase or separate entry fee is required to enter. Ordinary membership fees remain payable under the member's membership agreement and are not increased because of the Campaign.

8. Prize

Twenty (20) winners will each receive SGD 100 in promotional Virgin Active credit, with a total prize value of SGD 2,000. Each person may win no more than one prize. The credit will be applied to the winner's own eligible Virgin Active Singapore membership account. It is personal, non-transferable, non-refundable, may not be sold, and cannot be redeemed or exchanged for cash. It cannot be used to pay any overdue fee, arrears or other amount that became due before the credit was awarded.

Winners will be required to confirm by 18 December 2026 whether they wish to apply the credit towards their future membership fees or Personal Training services. If applied to membership fees, the credit will be applied to the winner's immediate next billing cycle. If a winner fails to confirm their preference by 18 December 2026, Virgin Active reserves the right to automatically apply the credit to the next available membership billing cycle or forfeit the prize at its discretion.

9. Winner Selection

Before the draw, Virgin Active will validate the entries, remove duplicates and ineligible entries, and assign one unique draw identifier to each valid entrant. Each valid entrant will have one equal chance of winning. Virgin Active will conduct a computerized random selection method. The draw will take place by no later than 20 November 2026 from Virgin Active at Raffles Place Club, Level 6, Tower 2, One Raffles Place, Singapore 048616 (the "Draw").

If a material technical or legal issue prevents the Draw from taking place at the stated place, date or time, Virgin Active will publish revised draw details through the same Campaign communication channel before conducting the Draw.

10. Winner Notification

Virgin Active will notify each selected winner using the email address associated with the winner's membership account no later than 1 December 2026. A selected winner must respond within 18 December 2026 after the notification and provide any reasonable information requested to verify identity, membership status and eligibility. Entrants are responsible for keeping the contact details in their membership account accurate and monitoring their inbox, including spam or junk folders.

11. Reserve Winners and Unclaimed Prizes

If a selected winner is ineligible, cannot be contacted, does not respond within the stated period, declines the prize, cannot be verified, or ceases to satisfy the membership requirements before the prize is credited, Virgin Active may award the prize to the next ranked reserve winner. A reserve winner will be notified as soon as reasonably practicable after being selected.

Virgin Active will continue through the ranked reserve list until all prizes have been awarded or the reserve list is exhausted. Any prize that remains unclaimed after 18 December 2026 or after the reserve list is exhausted, whichever occurs first, will lapse and will not be redrawn, paid in cash or otherwise distributed.

12. Publication of Results

Each winner will be notified by email within seven (7) days after the Draw.

13. Personal Data and Privacy

Submission of an entry constitutes acknowledgement that Virgin Active may collect and use the full name, email address, Member ID, personalised filter screenshot, acknowledgement record, entry timestamp and related Campaign records for the purposes of:

- o administering the Campaign and processing entries;
- o verifying eligibility and preventing fraud;
- o conducting and auditing the Draw;
- o contacting winners and administering prizes;
- o complying with applicable legal and regulatory requirements.

Personal data will be accessible only to authorised persons who require access for the administration of the Campaign. The Campaign survey is hosted by SurveyMonkey, an external service provider that processes personal data on behalf of Virgin Active. Personal data may be processed or stored outside Singapore, subject to applicable data protection requirements and contractual safeguards. Any survey response or screenshot submitted must relate only to the Campaign and must not contain unnecessary personal data or personal data relating to another person.

Personal data will be retained until 31 January 2027 and deleted after the Campaign and prize administration have been completed, unless a longer retention period is required by applicable law or Virgin Active's records-retention requirements.

Virgin Active may use aggregated or de-identified information to evaluate the Campaign and improve the app and customer experience. Entry into the Campaign does not change existing marketing preferences or constitute consent to receive additional direct marketing. Marketing preferences may be updated or withdrawn at any time without affecting an otherwise valid entry.

Personal data will otherwise be handled in accordance with Virgin Active Privacy Policy. Privacy enquiries may be sent to privacy@virginactive.com.sg

14. Fair Conduct

Virgin Active reserves the right to disqualify any participant, cancel an entry or recover a prize where it reasonably determines that the participant has attempted to interfere with the Campaign, manipulate the entry or Draw process, use automated means, submit false information, impersonate another person, obtain an unfair advantage, breach applicable law or these Terms and Conditions, or act fraudulently or abusively. Virgin Active will keep an internal record of any material disqualification decision and may refer suspected unlawful conduct to the appropriate authority.

15. Technical Issues

An entry is treated as received only when it is successfully recorded by the official SurveyMonkey form and a submission confirmation is displayed. Virgin Active is not responsible for entry that is lost, delayed, incomplete, corrupted or not received because of technical failures, a participant's device, connectivity, software or other circumstances reasonably outside Virgin Active's control.

Virgin Active will use reasonable efforts to address a material outage affecting the official entry form. Where necessary to preserve fairness and permitted by law, Virgin Active may extend the Campaign Period and will communicate the extension through the relevant Campaign channel.

16. Changes, Suspension or Cancellation

Virgin Active may modify, suspend or cancel the Campaign only where reasonably necessary because of fraud, a material technical failure, a security incident, a legal or regulatory requirement, or circumstances beyond its reasonable control. Virgin Active will not reduce the number or value of the prizes or otherwise materially disadvantage entrants after the Campaign begins unless required by law or necessary to address an event that cannot reasonably be resolved in another way.

Any permitted material change will be communicated through the same Campaign channel as soon as reasonably practicable and before it takes effect. Any change to the Draw place, date, time or methodology will be communicated before the Draw. Where lawful and reasonably practicable, Virgin Active will preserve valid entries and award the stated prizes despite a modification, suspension or cancellation.

17. Liability

Nothing in these Terms and Conditions excludes or limits liability for fraud, wilful misconduct, death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded or limited. To the fullest extent permitted by law, Virgin Active is not liable for indirect or consequential loss, loss caused by a participant's failure to follow these Terms and Conditions, or a failure of SurveyMonkey, an internet service, device or other third-party system that is outside Virgin Active's reasonable control. Virgin Active remains responsible for direct loss that is reasonably foreseeable and caused by Virgin Active's breach of applicable law or these Terms and Conditions.

18. Decisions, Complaints and Acceptance

Subject to applicable law and correction of any manifest error, Virgin Active's decision regarding eligibility, validity of entries, administration of the Draw and award of prizes are final. The random outcome itself is not subject to appeal, but Virgin Active will investigate a genuine allegation of process error or non-compliance.

A Campaign enquiry or complaint may be submitted through Virgin Active Singapore's official Member Services channels within fourteen (14) days after the results are communicated to entrants. Virgin Active will review and respond within a reasonable time.

By submitting an entry, the participants confirm that they have read, understood and agreed to these Terms and Conditions and have been given access to the Campaign Privacy Notice. Acceptance of these Terms and Conditions must be recorded separately from any optional marketing consent.

19. Governing Law

These Terms & Conditions and the Campaign are governed by the laws of Singapore. Subject to any mandatory consumer rights, the courts of Singapore have jurisdiction over any dispute arising from the Campaign.